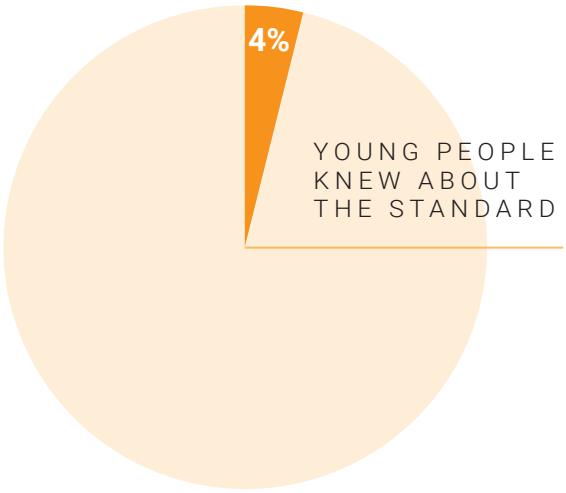
Young people's views on Access and Waiting Time Standards in EIP

Over **half of young people** thought standards for services are a good thing but stressed the importance of ensuring there are sufficient resources and capacity available:

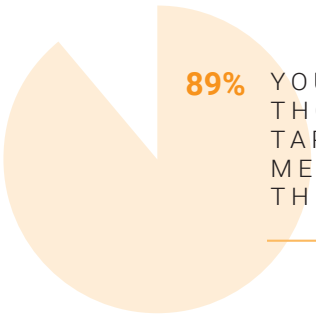
"You need to make sure there are enough resources though so the staff don't get burnt out or too pressured." YP10



100% said the target was positive for EIP

"Giving people a definite date and time is a really good thing and gives them a structure to work towards." YP1

"There are some severe cases out there that are left unattended and prevention is better than cure." YP4



"People with mental illness can deteriorate rapidly - the support needs to be around the individual as soon as possible." YP24

"I would want to know because it puts the stress and anxiety aside, knowing you'll be seen quickly and by a professional." YP9

Most people would want to be contacted by phone and would find text message appointment reminders very helpful

Key themes

Young people strongly agreed with the need for services to support people as soon as possible to **prevent their situation from getting worse**, especially for psychosis.

They would want to know about the waiting time at point of referral because it would provide reassurance and a sense of hope.

"It will make people feel welcome and encouraged by the efficiency and accessibility of the service - how quickly it's been done." YP8

Many felt the waiting time would impact particularly upon service engagement in addition to the quality of care received.

"It would provide people with a sense of reassurance and they would be more likely to use the service as a result." YP15

They thought the best way to give people information about EIP and the target was predominately through **leaflets** in different settings such as GPs, youth clubs and hospitals. Other ideas included **social media** and **TV/radio adverts**.

Young people strongly emphasised the need for EIP to go into **schools and colleges** to raise awareness of psychosis and the service to encourage help-seeking and to challenge the stigma around psychosis.

"Informing young people about it more - in school I never knew anything about mental health... I was put under brackets of being a "bad child" but it should be brought out more so people are aware and seek help." YP14

To promote effective service engagement, EIP should: ensure that people are **clear about what to expect** from the service; highlight the **activity groups** during initial contact; **working with the family** as well as the individual; provide **information about other people's experiences**; and commit to **raising awareness** about psychosis and EIP.

"For me, actually the activities brought me out and made me want to join in with EIP at the beginning. It's made me get out more, have conversations with people which is a good thing." YP4

Young people mostly found information about psychosis via **Google**, the **NHS website** and service information **leaflets.**

Over half suggested that a website or social media platform for young people should be created, including explanations of signs and symptoms, causes, videos about psychosis, people's experiences and service information.

Recommendations

1. Ensure there are **sufficient resources** and capacity for services to meet the target because it can provide hope and reassurance whilst also promoting service engagement and high-quality care
2. Young people should be told about the **waiting time period** at point of referral to EIP
3. Most young people would prefer to be **contacted by phone**
4. Implement **text message appointment reminders**
5. Ensure that people are **clear about what to expect** from the service and have information about activity groups from the outset to promote engagement
6. It is vital that EIP strives to raise awareness about psychosis, EIP and the target, especially through **information sessions** in schools/colleges and ensuring information is available where young people are (e.g. leaflets in GPs, youth clubs)
7. Consider developing a **website or social media platform** (e.g. app, Facebook, Twitter) for young people to provide information about psychosis